

Gregory Thibodeaux

From: Robert Klein (DOA-OTS)
Sent: Monday, January 24, 2022 4:48 PM
To: Gregory Thibodeaux
Subject: Update

Good evening,

I took your 2 emails and combined the questions and answered in Red below.

- 1) Why do you need an emergency opinion – When does DOE need an answer? As soon as possible, this is holding up their Edlink Project. The earliest you will receive a response is tomorrow afternoon. They asked if I could tell them today so they can look for someone else if I can't take the position. I let them know this evening that I would not be able to provide a response until at least tomorrow afternoon.
- 2) Did you work on the EdLink Project at any time during your employment with the state? If yes, when and in what position? Yes, the EdLink project was started by DOE around May 2019 and I was already working as a DPS ARM and not in Project Management, however, I was included on some emails during my time as DPS ARM from around 5/2019 through 6/2019 regarding the RFP creation due to my Procurement experience. I was not involved in the Project Management of the this project.
- 3) I recollect at the meeting you saying that you might assist DOE pursuant to a contract between DOE and a 3rd Party. Who is the 3rd Party? And who would pay you – DOE or the 3rd Party? If the ruling allows it, once I retire, I would work on a the DOE Edlink Project, however the Contract is not done by DOE, it is via the OTS Staff Aug Contract, so I would work using that purchasing mechanism. The 3rd party is an IT Staff Aug vendor that has the contract with OTS and is AB Computing. AB computing would be the ones to pay me.
- 4) And, at any time during your employment with OTS – did you provide project management duties for DOE? Yes, I did. It was not in the last 3 years, but prior to that, I did support them in a PM capacity, along with a large group of other agencies statewide.

Thanks
Robert

From: Gregory Thibodeaux <Gregory.Thibodeaux@la.gov>
Sent: Monday, January 24, 2022 4:33 PM
To: Robert Klein (DOA-OTS) <Robert.Klein@la.gov>
Subject: RE: Update

Two more follow-ups.

I recollect at the meeting you saying that you might assist DOE pursuant to a contract between DOE and a 3rd Party. Who is the 3rd Party? And who would pay you – DOE or the 3rd Party?

And, at any time during your employment with OTS – did you provide project management duties for DOE?

From: Robert Klein (DOA-OTS)
Sent: Thursday, January 20, 2022 8:56 AM
To: Gregory Thibodeaux <Gregory.Thibodeaux@la.gov>
Subject: RE: Update

Thank you

From: Gregory Thibodeaux <Gregory.Thibodeaux@la.gov>
Sent: Thursday, January 20, 2022 8:52 AM
To: Robert Klein (DOA-OTS) <Robert.Klein@la.gov>
Subject: RE: Update

I am in receipt of your updated information and I will present it to my Director for an Emergency Opinion.

From: Robert Klein (DOA-OTS)
Sent: Thursday, January 20, 2022 8:47 AM
To: Gregory Thibodeaux <Gregory.Thibodeaux@la.gov>
Subject: Update

Good morning Gregory,

Please reply to this email so that I know you received it.

Title - Ethics Opinion - Docket No# 2021-1000

Docket# 2021-1000

Robert Klein's - Business Relationship Manager for Department of Public Safety, GOHSEP, ATC and OSIG. February 2019 - Present

Job Duties include

- Establish a healthy relationship and communication between OTS and other agencies, such as DPS, GOHSEP, ATC, and OSIG
- Promote continuous improvement by continually evaluating the quality of OTS business practices.
- Address critical system issues via NOC incidents and various technical bridges for the four supported Agencies above.
- Collaborate with DPS Finance, LSP, OMV, and other Public Safety agencies to maintain CJIS Applications, such as Power DMS, Case AFIS, Computerized Criminal History (CCH), LEMS, Omnixx, and the State Fire Marshall IMS system.
- Work closely with DPS finance leadership to review and approve OTS invoices and monthly operating costs
- Advise customer agencies on computer lease agreements and data migration to a Line of Service initiative
- Facilitate application modernization efforts to update various business platforms and datacenters for GOHSEP, ATC, OSIG, and DPS
- Schedule and approve downtime requests for hardware and software upgrade and maintenance

Potential new post retirement Department of Education (DOE) EDLINK project:

Robert Klein's DOE EdLink Project Manager Duties:

- Provide day-to-day project management support for the EdLink project.
- Create project documentation: daily, weekly, semi-monthly, and monthly status reports; project schedules and plans, meeting minutes, risks and issues, other documentation as needed
- Analyzing project risks and issues help identify ways to mitigate risks;
- Monitoring project deliverables and processes
- Conducting cost/benefit analysis

- Documentation of specifications and requirements tracking.
- Activity and resource planning
- Work with the EdLink vendor team to track the project development using Agile methodologies
- Communicate with the current Business Relationship Manager for the Department of Education, if needed.

Difference in the Roles:

Business Relationship Manager Role	Project Manager Role
A business relationship manager is primarily responsible for improving the relationship between customers and businesses. Typically, they are responsible for developing strategies and business plans to strengthen client relationships, address issues and concerns, and perform corrective measures when necessary.	A project manager oversees individual projects. Each project has a definite start and an end. A project manager helps the project succeed by following the PMI or Agile guidelines / methodologies. He works with cross-functional teams and project stakeholders to move the project from various phases of the project life cycle, i.e., Initiation, planning, monitoring, control, and closing.
A liaison between IT (OTS) and other State Agencies. The main point of contact for communication from OTS for other State Agencies. Focus on long-term business objectives of the Agency via active collaboration between OTS and the State Agency.	A mentor/leader/coach of the project team who thrives on the relentless improvement of the project team members. Focuses on the short-term and long-term success of the project team and the overall project. In Agile project management, the equivalent role of a project manager is called a SCRUM Master.
Responsible for understanding the business requirements of a State Agency. Help the State Agencies evaluate their IT demand and make sure the proper infrastructure is in place.	Responsible for keeping the single project on track for budget and schedule. Conducts regular project reviews with all stakeholders and captures their feedback. Maintains risk logs and facilitates project change control when there is an update/change to the project scope
Requires a deep understanding of the IT department, but also need the skills to communicate with multiple State agencies effectively and to understand their technological needs	Requires project management skills that include running day to day project activities, conducting project reviews, tracking the project for an approved time, budget and resources, and appraising all stakeholders on project success, risks, and issues
Align State Agency and OTS strategies for enhanced productivity	Schedule and conduct project meetings, develop project documentation: status reports; project schedules and plans, meeting minutes, risks, and issues
Business relationship managers have a crucial role in acting as a bridge between business and IT, making sure the highest-level priorities are addressed, educating State Agency leaders about the benefits of technology modernization, and making sure business value is achieved when new tools or products are deployed	Project managers have the potential to shape an organization's trajectory, helping to reduce costs, maximize company efficiencies, and increase revenue.

Please expedite this request and provide an Emergency Opinion.

Thanks for all the help on this.
Robert



Robert J. Klein

Agency Relationship Manager
(LA Department of Public Safety, Governor's Office of
Homeland Security and Emergency Preparedness,
Office of Alcohol and Tobacco Control, and Office of the
Inspector General)

OFFICE OF TECHNOLOGY SERVICES

STATE OF LOUISIANA -- DIVISION OF ADMINISTRATION

Office: 225.219.4994 | Cell: 225.239-0636

Email: Robert.Klein@la.gov

Supervisor: Tom Allsup (Tom.Allsup@la.gov)